



Internship Report

On

An Analysis of Training and Development Practices of Islami Bank Bangladesh Limited

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Letter of Transmittal

Date: 19 April 2018 To: Mr. Sheikh Abdur Rahim Associate Professor Department of business administration Faculty of business economics

Daffodil international university

Subject: The internship report "An Analysis of Training and Development Practices of Islami Bank Bangladesh Limited".

Sir,

Submit of my internship report on an analysis of Training & Development Practices IBBL. I have tried to best of my sincerity and effort to prepare the report covering the aspects of the topic as per your instructions & suggestions.

I have my best to gain practical experiment and lot of reflect same in this report with more limitation scope and knowledge. I hope your hearty consideration and flexible, and deviation my internship report.

I hope more want friendly coordination to prepare my internship report successfully.

Sincerely Yours,

.....

(Abdullah Al Mamun)

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Declaration of student

I do hereby declare that the internship report on "An Analysis of Training and Development Practices of Islami Bank Bangladesh Limited" Prepared my internship program after complete of 3 (three) months of internship report at Islami Bank Bangladesh Limited (IBBL), Dhaka.

I do also declare that this internship report is the outcome of my sole work and prepared for academic purpose which is a part of MBA degree and the has not been used in to obtain internship report other degree, diploma or certificate from any other university or institution.

(Abdullah Al Mamun)

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Program: MBA, Major HRM

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Letter of Acceptance

I am Abdullah Al Mamun of Student for mba id no:171-14-2322 has successfully completed has prepared internship report "An Analysis of Training and Development Practices of Islami Bank Bangladesh Limited"–under my supervision the data and findings presented in this internship report success to be authentic. Thus, it has been accepted for presentation in the internship defense.

I wish him happiness, good health and easy success in life.

.....

(Mr. Sheikh Abdur Rahim)

Associate professor

Department of business administration

Faculty of business and economics

Daffodil international university

Acknowledgement

This is part of acknowledgement this part more effective for student life. Many roles and regulation follow the internship report program.my internship report topic an analysis of training and development practices of islami bank Bangladesh limited. Successfully accomplishment this internship project work is the outcome of the contribution member of people.

This is the great opportunity for me by assigned the guidance Mr. Sheikh abdur Rahim, associate professor, department of business administration, daffodil international university.

I am very grateful to my teacher for all his kind cooperation and guidance in preparing this project paper. Then, I would like to express my Gratitude to some officers of IBBL Bank, who helped me by providing necessary information about preparing this project.

The internship report for some limitation. There still be some of minor mistake such as typing mistake despite my utmost care. So I hope apologize for this.

Executive summary

IBBL is one of the largest successful Banks in Bangladesh. In Bangladesh it has good market reputation and market position. This report mainly deals with the existing Analysis of Training and Development of IBBL. Based on my practical knowledge and experience I have made this report. I have surveyed questionnaire among 10 employees of IBBL Dhanmondi Branch.so my also tried to some collection information regarding the particular topic. I have tried various sources like internet, questionnaire, field date etc.

My Internship report topic an analysis of training and development practices of islami bank Bangladesh limited, dhanmondi branch.

Training and development more effective part of any bank. So this topic training and development is one of more effective significant that every bank.

So every bank authority should be proper training and development practices muct needed.

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CHAPTER-ONE INTRODUCTION

1.1 introduction

Training and development allude the planned effort a company for facility employee learning job related competencies. Training and development practices these are competencies discuss knowledge, skill, attitude, personal capability, behave these critical for successful job performance.

Training and development is the teaching, or development oneself or others, any skill knowledge and specific useful competencies.

Training and development successful companies that employee not as important assets but critical partners. These people more important in today business climate for many reason. Training and development more topic cover this internship report.

The old and new adage that "Employees are our important assets".

1.2 Statement of the Problem

From the training and development, the employees improve their effectiveness which enables them working in different branches in different banking jobs. The training programs organized by Islami Bank Bangladesh Limited are also tend to increase employee performance, so that the employees can serve the organization well and serve the customers with zero complain.

The trainings help the employees to develop their career growth. And also increase Satisfaction among the organizational employees. Employees become up to date with latest banking knowledge and practice and preparation the Bank can do well in competing market by their skilled and well trained workforce. Training and development more effective for organizational employees.

1.3 Objective the study

The main objective of the study is evaluating the training & development practices of Islami Bank Bangladesh Limited.

Specific Objectives:

- I. To identify the training and development process of IBBL
- II. To explore the different methods of training used by the IBBL to provide training to the employees
- III. To investigate training offered by IBBL to the staff
- IV. To find out the problems of training & development practices of IBBL
- V. To provide some suggestions to overcome the problems of training & development practices of IBBL

1.4 methodology the study

Data collection method

Data have been collection from two Sources. These are as under:

- Primary sources
- Secondary source

The primary source of date includes such as:

- \checkmark Face to face conversation with the bank officers and staffs
- ✓ Study of different files of different sections of the bank.
- ✓ Official records and observing practical work.
- ✓ Practical Deskwork.

The secondary sources data includes such as:

- ✓ Bank and bank records and official website
- ✓ Training papers, different books, manuals etc. Related to the topic
- ✓ Newspapers, different websites and publications
- ✓ Different Internship report.

Data Analysis Technique: The Microsoft Office Package has been used in this study for analyzing the data and information.

1.5 Limitation of the Study

Training and development some limitation of the study. The study I should of great importance

and requirement me huge work. The limitation sectors that working in bank and finally in

preparing this report are follow such as:

- Time shortage was one of the issues; the employees did not get enough time to discuss with me with their training and development experiences and comments.
- > Confidential Banking System of Islami Bank Bangladesh Limited.
- The HR personnel were too busy to talk with them with detail training system of Islami Bank Bangladesh Limited.
- > Lack of enough cooperation due to high workload for employees.
- > Lack of proper evaluation of training and development.
- Lack of concentration training session of islami bank Bangladesh limited.
- Lack training need assessment.

CHAPTER-TWO COMPANY PROFILE

2.1 About IBBL

The organization of islami bank Bangladesh Limited as "a financial institution who rules and procedures expressly state its commitment to the principles of Islamic Sharjah and to the banning of the receipt and payment of interest on any of it so operations. Islami bank Bangladesh Limited is the biggest organization of Bangladesh. Islami bank Bangladesh limited is the number one private bank ranking in Bangladesh.

Islamic Bank Bangladesh Limited is the worldwide ranking in 994 out of one thousand. The time 1930 to 1940 is considered as the period of Philosophical foundation of Islamic Banking.

Islami bank Bangladesh limited head office of dilkhusha commercial area, motijil, Dhaka, Bangladesh.

Islami bank Bangladesh limited managing director md.nazul Hossain and CEO md.mahbubul ul alom.this bank is more popular bank in this city, this bank total branch 332 for full Bangladesh all division. This bank worldwide money transaction easy way.

The bank essentially a normative concept and could defined the objective for Islami economy.

Islami bank Bangladesh is system of financial that avoids and payment of interest in conducts its operation in a way that it helps achieve the objectives of in islami economy.

2.2. History

In the late seventies and early eighties, Muslim countries by the emergence of islami bank Bangladesh limited provided interest free banking facilities. Currently more than 300 interest free organization all activity in the world. Islami bank Bangladesh limited now a days only operate almost over the world. This history of islami bank Bangladesh limited banking can be traced back to the birth of Islam.

Islami bank Bangladesh maintain the islami roles and regulation and follow the islami roles and regulation of all banking activity.

Finally 1983 islami bank Bangladesh limited out to the challenge of doing banking activity.

Islami bank Bangladesh is to be first interest free bank in Bangladesh of Southeast Asia. The incorporated on 13 march 1983 established a public company with limited liability under the company Act 1983.Islami bank Bangladesh limited operation on march 30, 1983 with major foreign entrepreneurs.

This is the some history of islami bank Bangladesh limited. The bank mainly Bangladesh economy very helpful and must needed.

At present the bank total branches of 332 in Bangladesh all division these are all modern branches.

2.3 Mission

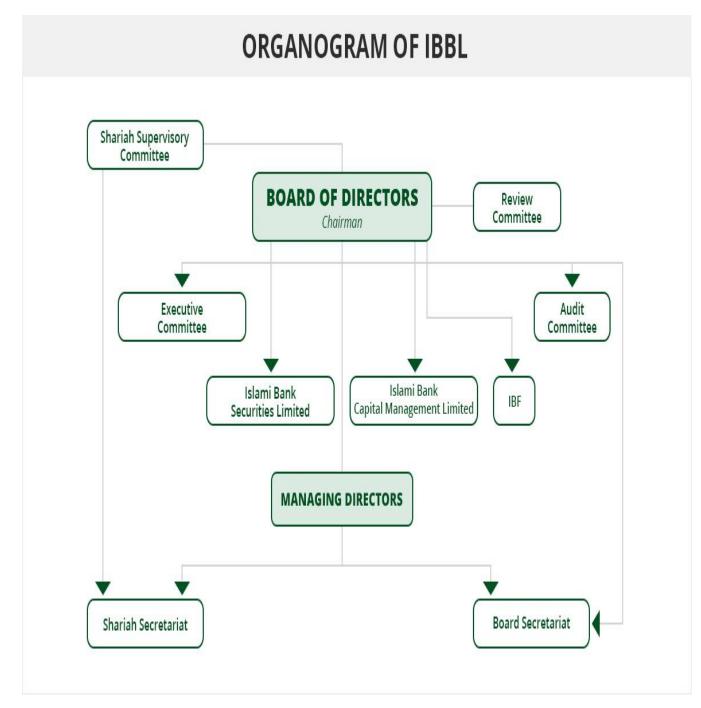
To establish Islami Bank Bangladesh Limited the introduction of welfare banking and also ensure equity in the field of all economic activities, balanced growth and development in investment operation in the priority sectors and less then development areas of the Bangladesh. The socio economic upliftment and financial services to the loss profit in the rural areas in Bangladesh.

2.4 Vision

Their target is the establish and maintain the modern banking, to ensure and development of the financial system based on Islamic principles to become the strong and efficient company with highly motivation.

They are also investment particularly in the project highly employment for organization.

2.5 Organizational Structure of IBBL



2.6 corporate information of IBBL

Financial Information: [As on: 31 December 2017]

	BDT (Tk.)	US Dollar (\$)
Authorized Capital	20,000.00 Million	257.23 Million
paid-up Capital	14,636.28 Million	188.25 Million
Equity	45,511.90 Million	385.36 Million
Reserve Fund	29,149.01Million	374.91 million
Deposits	473,140.96 Million	6,085.41 Million
Investment (including Investment in Shares)	474,015.95 Million	6,096.67 Million

Foreign Exchange Business	BDT (Tk.)	US Dollar (\$)
Import	285,890 Million	3,677.04 Million
Export	205,269 Million	2,640.12 Million
Remittance	286,956 Million	3,690.75 Million

Organizational Information:

Chairman, Director	Board	of	Prof. Abu Nasser Muhammad Abduz Zaher
Managing CEO	Director	æ	Mohammad Abdul Mannan
Company Se	ecretary		Abu Reza Md. Yeahia
CFO			Mohammad Nesar Uddin, FCA, ACMA

Number of Zones	15
Number of Branches	286
Number of AD Branches	48
Number of ATM Booth	298
Number of Shareholders	33,686
Number of Manpower	11,381

2.7 Training offer from Islami Bank Bangladesh Limited for employees

- ✓ Foundation course
- ✓ General Banking
- ✓ Foreign trade payment & Finance.
- ✓ Credit Management
- ✓ SME Financing
- ✓ Islamic Banking and Finance
- ✓ Banking Laws and Regulations
- ✓ Anti-money laundering policies and implementation of IBBL
- ✓ BASEL-II Implementation
- ✓ IT Securities and Information System in Bank
- ✓ Customer Service Intelligence
- ✓ CIB reporting
- ✓ SBS I, II & III
- ✓ Credit Risk Grading
- ✓ Cash Management
- ✓ CRM Manual.
- ✓ SWIFT
- ✓ Prevention of Malpractices in Bank
- ✓ Presentation of Malpractices in Bank
- ✓ Retail Banking
- ✓ Treasury operation
- ✓ House keeping
- ✓ Workshop for problem and solving as per department requirement of IBBL
- ✓ Detection, Disposal of forged & mutilated notes

- \checkmark Loans and advances reporting for submission to BB
- ✓ Internal control risk Management of IBBL
- ✓ Foreign exchange risk management of IBBL
- ✓ Foreign exchange regulatory Act- 1947 of IBBL

2.8 Methods of Employee Training that IBBL follows

IBBL follows both the on the job and off the job training methods for employees.

1. On the job training

Job rotation: Islami bank Bangladesh limited employees move the various position in the organization in effort to their knowledge, skill, ability, work activity, personal ability.

Assistant to position: employee at islami bank Bangladesh limited with sometimes work under successful managers often in different departments of bank.

Committee assignment: assignment one kind of homework.committe assignment can allow employee share and decision making and investigate company problem.

2. Off the job training

Lecture course and seminar: the islami bank Bangladesh limited arranges training for employee its own training organization. The trainers use lecture and seminar train the more effective for employees.



2.9 Employee overall Training records

Islami Bank Bangladesh Limited always believes that IT has a great contribution in the activities of Human Resource department. So the Bank tries to keep the entire employee training related information for proper recording Bank reporting.

Islami Bank Bangladesh Limited uses Orbits HRD solution developed by software giant Oracle to record all the HR related activities of the banks. Both the employees and human resource personnel can view the training information according to their accessibility. Privileged human resource managers or administrators can add, delete, and modify training related data on the system. All the trainings that human resource department has designed for the employees are set in the system and when which employee will get the training on what subject are also set in the system. Employees get information regarding the training program they need to participate on specific date. Orbits the HRD system developed by Oracle works as a complete Training Matrix for Islami Bank Bangladesh Limited.

2.10 Islamic Bank training and research academy –IBTRA

The activity islami bank training and research academy cover both training and research various aspect of islami bankig.the academy development rich library its own valuable books on different subject include Islamic economics, banking comparative philosopy of home and documents.

Keeping in view future training requirement of the bank and also to generally cater such as needs of different Islamic banking.

The academy conduct trainings courses and workshops for the official islami bank Bangladesh limited and others islami banks.

Orientation, foundation and motivation courses on different subject also conducted round the IBBL.addition to conducting regular training courses.

IBTRA location on babor road, mohhamad pur, Dhaka, Bangladesh.

CHAPTER-THREE TRAINING AND DEVELOPMENT OF IBBL

3.1 Discussion of Training and Development

The ultimate objective of employee training and development is to create intellectual capital who can contribute to the organizational development competing against the market position.

In organizations training and development program works as a transforming process, by the process new unskilled employees enters into the organization get properly training and they develop themselves as skilled employees. Effective training and development program can ensure motivation, commitment to the trained employees at the same time those motivated employees takes to lead to be competent in the market to serve the organization their best for the organizational development.

Training:

Training is one kind of teaching. Training is teaching, or development in oneself or others, any skills and knowledge to specific useful competencies. Training specific goals of improving capacity productivity and performance. Any organization fundamental issue proper training.

Development:

Any organization second step development and first step training so development is more important for any organization.

Development is a process by which the employee develop skill, behave, attitudes, ability and continuous training learning. Development is more effective part for any organization.

Source: SKC Consulting private ltd. Any organization development more effective.

3.2 TYPES OF TRAINING

- ➢ on the job training
- > apprentice program
- ➢ off the job training
- ➢ online training
- vestibule training
- ➢ job simulation
- employees orientation
- management development

Employee orientation: the activity that introduces new employee such as:

- to follow employee
- To to their immediate supervisor
- the policy, practices, and objective of firm
- to the organization

On the job training: employees immediately began his or her task and learn by:

- Watching others and imitating them
- doing

Apprentice program: apprentice program any other option of training program. Apprentice program is the very helpful training procedures.

Off the job training: training type one of most popular and effective part off the training. This is the one kind method of training program. Two method include the training program but off the job training more essential.

Here at Highline, some people leave for a few years to get their Ph. D.

Online training: online training at present most popular training type. Online training one kind of virtual training process. Training program in employee attend via the internet virtual life.

Vestibule training: training in schools where employee equipment to the used on the job repair, computer hardware.

Job simulation: the equipment that job condition and task that trainer can learn skills before than on the job– Airline training – Tank training.

Management development: management development is the top level manager controlling procedure. The process of training and education become good manager, and monitoring the progress managerial skill and knowledge over time.

3.3 The Training Cycle

Which includes such as:

- ✓ Establishing the skill and development and training need of the workforce.
- ✓ The design of the suitable event and most training and development methods for your organization.
- ✓ Delivery of training with additional support any open learning process.
- ✓ Flexible training and development employee or staff.

3.4 training and development process

- Needs Assessment
- Design, Developing & Conducting Training
- Evaluating training

Need Assessment

A need assessment is the process of identify performance requirement and gap between what performance required and what presently existing.

Effective training need assessment

Need s assessment methods include such as:

- Observation
- Focus group
- Individual interview
- Observation survey

Conducting Training

I conducted training sessions instead of I managed training sessions. Conducting training second step of training and development process. Its more effective for training and development process. Conducting training mainly one or two people conduct a training process.

I think, though I am not really sure, that if I use conducted instead of managed I say that I

was the trainer. Unlike if I use managed it seems that I organized training sessions but it is not clear that I was also the trainer.

- \checkmark Determining the trained
- \checkmark Arranging the time frame of training
- ✓ Specifying types of training appropriate
- ✓ Selecting training instructors
- \checkmark The setting out of evaluation criteria
- \checkmark Integration with other plans of the organization
- ✓ Plans must have the transparent backing of top-level management

Evaluating Training

Evaluating training that's mean systematic way. Evaluating main part organizational all activity measurement. Training and development last step evaluating training of training process.

Evaluating training is more effective training process of training and development.

3.5 The needs assessment process

The need assessment process: there are three process these are-organization analysis, person analysis and last one task analysis. These are three important step for need assessment process.

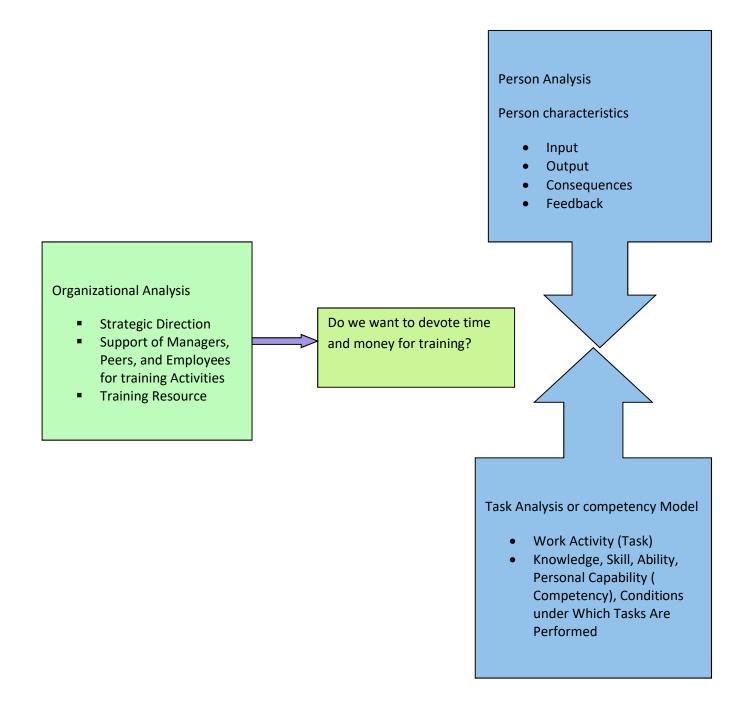


Fig: Need Assessment process.

Organizational Analysis

Organization analysis include these Are-Organization analysis identify training support the company strategic direction, managers, peer, and employees support activity and last one training resources. Organization analysis the first step of needs assessment process.

Company's strategic direction

The strategic role and regulation and training how the function is organization in the company.comany strategic direction most effective for organization analysis.

Training resources

Organization analysis include the training resources. Training resources is the company improvement depended so it's must needed for needs assessment process.

Personal Analysis

Person analysis there are four characteristics these are -input, output, concqency, feedback.

Person analysis these are four characteristics include these are helps to identify the employees who need training. Its include four person analysis characteristics.

Person characteristics: It need to employees skills, knowledge, ability, and attitude.

Input: input is the second characteristics for person analysis.

Consequences: consequences is the last characteristics of person analysis. This characteristics more important.

Task Analysis

Task analysis is the third need assessment process. Task analysis is discussion on the man or women personal ability analysis that means employee individual ability,skills,behavior,work activity measurement or evaluation.so need assessment process more effective issue task analysis. This one must needed for needs assessment process and more important and helpful. Task analysis these are discuss the personal work activity.

3.6 input training and development

Training and development input more essential because input any organization development very helpful. There are four input for training and development. Organization training and development program must contain input. These are four input such as:

- > 1.skills
- ➢ 2.education
- ➢ 3.development
- \succ 4.ethics

3.7 Sources of data collection

1. Primary source

Primary source data collected form such as:

- ✓ Second officer and branch manager
- \checkmark Staff and employees face to face conversation
- ✓ Work experience and practical
- ✓ Clients with face to face conversation

2. Secondary source

Secondary source include and discussion such as:

- ✓ Annual Report of Islami Bank Bangladesh Limited.
- ✓ Various prescribed forms of investment were analyzed.
- ✓ IBTRA Library.
- ✓ Manuals of Investment of Islami Bank Bangladesh Limited
- ✓ Different text books & materials.
- ✓ Website of the Islami Bank Bangladesh Limited.
- \checkmark The major portion of the data source used for this report is a secondary one.

CHAPTER-FOUR PRACTICAL EXPERIENCE IN IBBL

4.1 Branch Overview

Islami Bank Bangladesh Limited, Dhanmondi Branch, mobilizes deposit mudaraba and al wadiah current account basis under Islamic Sariah.the dhanmondi branch business partner share the profit and loss of the business. Islami Bank Bangladesh Limited dhanmondi branch dean in charge name md. Bashir hammed. For the better use of deposit fund of islami bank Bangladesh limited.

The percentage recovery of investment of islami bank Bangladesh, dhanmondi branch nearly 90 to 95% bank consider the entrepreneur of islami bank Bangladesh limited, dhanmondi, Dhaka.

So, investment performance of islami bank Bangladesh limited of dhanmondi branch.

More over public all of life can easily transact with islami bank Bangladesh limited to other commercial private bank in Bangladesh.

4.2 essential features of islami bank Bangladesh limited

Islami bank Bangladesh limited there are many essential features. This feature is very very effective for islami bank Bangladesh limited .these are:

- Prohibition of interest
- Investment based on profit
- Investment based on halal business
- ➢ Halal paths and procedures

4.3 Products & Services of the Bank

Islami Bank Bangladesh Limited the scope the market various types of islami bank Bangladesh limited. Islami bank Bangladesh limited product and services such as: mudaraba saving account, mudaraba savings bond, monthly profit deposit, investment, credit management, general banking, retail service.

4.4 duties and position

I have done my internship program for islami bank bangladesh limited.it is biggest commercial bank for orivate bank for bangladesh.this bank training procedure total 60 day.firstly 15 day training in IBTRA than 45 day training in bank sectors that mean islami bank official work practices.this bank establish in 13th march 1883 basen on islami Sariah.i got lot of information and gather experience about Islami Bank Bangladesh Limited as well as interest free banking system.

CHAPTER-FIVE FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1 Findings of the study

On the basis of the objectives and analysis, findings of the study these are follow:

- I. Lack of proper schedule of training and development program
- II. Lack of training need assessment
- III. Lack of proper evaluation after training and development session
- IV. Training methods are not enough clarified and structured
- V. Lack of concentration before and after training and development program

5.2 recommendation

There are some recommendation are follow these are:

- I. Time schedule the training and development program should be arranged properly.
- II. The human resource division management of IBBL need to be conducting the need assessment and has to make obligatory.
- III. The bank increased training programs, because employees of the bank a lot of things need to learn for their effective and efficient banking activities.
- IV. Training method should be more clearly and structure.differnt type of training methods should such as online training.
- V. IBBL should proper concentration after and before training program.

5.3Conclusion

Islam is complete life and Allah guidance into all areas our lives. Islam has given explanation regulation for economy life. Islami bank Bangladesh limited founded 13th march based on 1983.

My internship bank Islami bank Bangladesh limited this bank internship report topic on an analysis of training and development practices of IBBL.this report many training and development issue cover these are such as: training and development definition,type,method,needs assessment process, training and development process, training and development bank training offer by employees,features,finding recommendation and finally conclusion.

Islami Bank Bangladesh Limited is not secular in its orientation. Overall training and development all activity measurement the bank.

Finally islami bank Bangladesh limited has established view to conduct interest free banking activity. Finally establish welfare banking of debtor and creditor relationship its investment operation that would lead to just its final step.

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